

The effect of triage education on knowledge and performance of the emergency medical service staffs

Introduction: Triage is essential for the first clinical evaluation and classifying all patients referring to the emergency department to achieve the most suitable treatment. So, it is necessary that nurses be aware of triage procedure. This study aimed to determine the effect of triage education on knowledge and performance of the emergency medical service staffs.

Methods and materials: In this descriptive study, awareness, attitude and performance of the triage personal was measured before instruction and six weeks after last instructional session respectively. Instructions were provided in 2 3-hour-long sessions. Data collection included demographic information, informed assessment, attitude and performance of emergency personnel via questionnaire. Demographic information, including age, gender, marital status, work experience, educational degree, type of employment, working shift and mean number of shifts per week.

Results: awareness level, attitude, and performance of personnel 6 weeks after the workshop increased from 10.3 ± 2.62 to 30.25 ± 2.61 , from 95.6 ± 14.97 to 104.3 ± 14.58 , and from 51.7 ± 4.9 to 59.8 ± 5.0 , respectively ($p < 0.0001$). No significant relation was observed between improvement of awareness, attitude, and performance of emergency personnel 6 weeks after workshop with gender, age, marital status, educational degree, time form last educational degree, employment status, working shifts, and participation in previous studies ($p > 0.05$).

Conclusion: it appears that instruction plays a significant role in improvement of awareness, attitude, and performance of triage personnel. Thus, holding retraining classes will be helpful for emergency personnel to achieve correct and stable skills.

Key words: triage, emergency, nurse, awareness, attitude, performance.